



Migrations: Azure Change of Channel

Overview

You can now bring your clients' Azure business over to Pax8 using the same Migrations experience you already know from Microsoft NCE. Azure subscriptions, reservations, and savings plans all move to Pax8 in one go, with no cancelling, no rebuilding, and no downtime for the workloads your clients depend on every day

Why It Matters

This release puts you in the driver's seat for Azure Change of Channel (COC) Migrations. You can start the migration yourself inside the same Migrations experience you already use for NCE. The pieces that once required Pax8 support such as creating the Azure Plan subscription within the Pax8 marketplace, submitting the transfer request in Microsoft Partner Center, sending FPO instructions, verifying FPO completion, and enabling Azure Cost Management are now handled for you in the background, so you can keep moving.

- Follow each migration's progress through two clear steps on the details page: what's happening on the Pax8 side, and what's happening on Microsoft's side.
- Get Azure Cost Management switched on automatically after the transfer, if you opted in.
- Use the same flow whether you're bringing on a brand-new client or moving Azure for a client you already have in Pax8.

Capabilities / What It Can Do

- Move all Azure subscriptions, reservations, and savings plans, including any reservations and savings plans, from any CSP Direct or CSP Indirect provider into Pax8, with no need to cancel or rebuild.
- Submit Azure and NCE migrations together in a single request or run either one on its own.
- Receive instructions for FPO (Foreign Principal Object) Powershell script enablement after transfer inside Pax8 inbox.

How It Helps You

- **Reduce Risk:** No cancel and rebuild means no disruption for your client. Their Azure Plan, reservations, savings plans, usage history, and live resources stay intact through the move. With the work happening inside a guided flow, there are far fewer chances for something to fall through the cracks. And because you can see the Pax8 side and the Microsoft side separately, you always know whether the next move is yours, ours, or the previous service provider's.

- **Gain Efficiencies:** What used to be a longer support journey is now a single self-serve request. You and your team can submit Azure and NCE moves for the same client in one go, inside the same Migrations experience you already use. The complex pieces (FPO instructions, Azure Cost Management setup, partner network details) all happen inside the same flow, not in a separate email thread or ticket.
- **Grow:** With Azure folded into the same Migrations experience, you can consolidate your Microsoft business under one Pax8 relationship. That means simpler billing for you, Pax8's Azure pricing model (you pay in arrears, not against an entitlement), access to Pax8 enablement, and partner programs, and a cleaner migration story to tell the prospects who've been on the fence about switching.

How To Access It

You'll find Azure Change of Channel inside the Migrations feature in the Pax8 platform by selecting "Settings" in the left-hand Navigation, then selecting "Migrations" and clicking "Start Migration" in the upper right-hand corner.

<https://app.pax8.com/migrations>

How To Use It

1. Login to the Marketplace and go to Settings > Migrations > Start Migration <https://app.pax8.com/migrations>
2. Pick the products you want to move for this request: Microsoft NCE, Azure, or both.
3. If you picked Azure, tell us which billing model you're moving from (CSP Direct, CSP Indirect, or Microsoft Direct Pay-as-you-go). Heads up, if it's Microsoft Direct Pay-as-you-go, it can't be moved via Change of Channel. We'll point you to placing a fresh Azure order with Pax8 instead.
4. Add the clients you want to migrate. For Azure clients, you'll fill in a few extras: the Microsoft Customer Tenant ID, the Microsoft Partner Network ID tied to the Azure Plan, and a yes or no on turning Azure Cost Management on for that client.
5. Submit. Pax8 takes it from there, setting up the destination Azure Plan in your marketplace and kicking off the transfer with Microsoft.
6. When it's time, run the FPO script in the client's tenant. We send the instructions to your inbox and surface them inside Pax8 so you don't have to go hunting. Pax8 then verifies the FPO for you.
7. Watch each migration's progress on the Migration details page, with the Pax8 setup and the Microsoft transfer tracked separately.

FAQs

Do I have to use a different tool for Azure than I do for NCE?

No. It's the same Migrations feature for both. On the product step, just pick NCE, Azure, or both. Everything else flows through together.

How is the Azure experience actually different from the NCE one I already know?

A few small things change. You'll see an extra question about your Azure billing model on the product step. On the Add Client step, Azure clients have a couple of extra fields (the Microsoft Partner Network ID and an Azure Cost Management opt-in). And once you submit, you'll notice the destination Azure Plan appears in your Pax8 account right away. That's different from NCE, where nothing shows up in Pax8 until the move is finished. The Migration details page tracks the Pax8 setup and the Microsoft transfer as two separate steps so you can see exactly where things stand.

I see the Azure Plan in Pax8 already, but the transfer doesn't look finished. Is something wrong?

Nope, that's how it's meant to work. Pax8 sets up the destination Azure Plan early so the transfer has somewhere to land. Seeing the subscription in your Pax8 account doesn't mean Microsoft has approved the transfer yet. Check the Microsoft transfer step on the Migration details page to confirm the actual transfer status.

What if the client is on Microsoft Direct Pay-as-you-go?

That billing model doesn't move through Change of Channel. We'll guide you toward placing a fresh Azure order with Pax8 instead. If the same client also has NCE with another provider, you can still bring the NCE side over through this same flow.

How long does the losing provider have to approve the transfer?

30 days, just like NCE. We'd recommend reaching out to your current provider as soon as you submit your request. Each provider has their own off-boarding steps, and Pax8 can't manage them on your behalf.

What if the transfer ends up rejected or it expires?

The Azure Plan that Pax8 set up will still be sitting in your account, but it won't have any usage or billing tied to it. Cancel that Azure Plan, and you're free to start over when you're ready.

What's FPO, and do I really need to run it?

FPO stands for Foreign Principal Object. A Foreign Principal in Azure is a special security object used in Cloud Solution Provider (CSP) models. It grants a partner's administrative tenant (like Admin Agents) Owner-level access to a customer's Azure subscription, facilitating remote management, support, and Partner Earned Credit (PEC) eligibility.

Will the client's existing reservations, savings plans, and active resources come over with the move?

Yes. Reservations, savings plans, and the Azure Plan itself all transfer over to Pax8 without being cancelled or rebuilt. Usage, history, and active workloads carry across.